

**SENIORS LIVING ALONE ONLY**

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:**

(N=245)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
Q1a As a place to live	4.1%	8.2%	13.1%	43.7%	23.7%	7.3%
Q1b As a place to raise children	8.6%	11.0%	19.6%	27.3%	11.0%	22.4%
Q1c As a place to work	2.9%	7.3%	21.2%	35.5%	11.4%	21.6%
Q1d As a place to retire	7.3%	10.6%	16.3%	31.4%	25.3%	9.0%

**SENIORS LIVING ALONE ONLY**

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)**

(N=245)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5
Q1a As a place to live	4.4%	8.8%	14.1%	47.1%	25.6%
Q1b As a place to raise children	11.1%	14.2%	25.3%	35.3%	14.2%
Q1c As a place to work	3.6%	9.4%	27.1%	45.3%	14.6%
Q1d As a place to retire	8.1%	11.7%	17.9%	34.5%	27.8%

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### **Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q2a Quality of services provided by County Government	2.0%	6.9%	24.9%	48.6%	9.8%	7.8%
Q2b Quality of customer service you receive from County employees	5.7%	7.3%	26.1%	39.6%	10.6%	10.6%
Q2c Value you receive for your County taxes & fees	7.8%	14.3%	29.0%	31.0%	9.8%	8.2%

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### **Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q2a Quality of services provided by County Government	2.2%	7.5%	27.0%	52.7%	10.6%
Q2b Quality of customer service you receive from County employees	6.4%	8.2%	29.2%	44.3%	11.9%
Q2c Value you receive for your County taxes & fees	8.4%	15.6%	31.6%	33.8%	10.7%

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**Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know and people who did not provide a rating to at least one of the two questions)**

(N=200)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q3a Quality of services provided by your municipal government	3.2%	7.4%	27.7%	49.5%	12.2%
Q3b Value you receive for your municipal taxes & fees	8.5%	12.8%	33.5%	34.6%	10.6%

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### **Q4. Organizational Goals. Please rate your level of agreement with the following statements:**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Don't know 9
Q4a Government is customer-focused	5.7%	11.8%	27.3%	32.2%	4.9%	18.0%
Q4b Government continuously improves services	5.3%	9.8%	31.4%	30.6%	7.3%	15.5%
Q4c Government uses your tax dollars wisely	9.4%	19.2%	27.8%	20.4%	4.9%	18.4%
Q4d Government delivers excellent public services	6.1%	13.5%	29.8%	25.3%	9.4%	15.9%

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### **Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q4a Government is customer-focused	7.0%	14.4%	33.3%	39.3%	6.0%
Q4b Government continuously improves services	6.3%	11.6%	37.2%	36.2%	8.7%
Q4c Government uses your tax dollars wisely	11.5%	23.5%	34.0%	25.0%	6.0%
Q4d Government delivers excellent public services	7.3%	16.0%	35.4%	30.1%	11.2%

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**Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q5a Quality of drinking water	2.9%	3.3%	13.1%	45.3%	31.4%	4.1%
Q5b Quality of sewer services	3.7%	3.3%	18.4%	43.7%	18.8%	12.2%

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**Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q5a Quality of drinking water	3.0%	3.4%	13.6%	47.2%	32.8%
Q5b Quality of sewer services	4.2%	3.7%	20.9%	49.8%	21.4%

## SENIORS LIVING ALONE ONLY

### **Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q6a Quality of police services	1.2%	6.9%	16.3%	44.5%	24.1%	6.9%
Q6b Quality of fire services	0.0%	1.6%	9.8%	41.2%	36.3%	11.0%
Q6c Quality of local emergency/ medical ambulance services	0.4%	2.4%	12.2%	38.4%	37.6%	9.0%
Q6d Quality of animal care & control services	4.1%	4.5%	24.1%	30.2%	13.1%	24.1%
Q6e Quality of the County's emergency preparedness services	2.0%	6.1%	22.0%	33.9%	18.0%	18.0%
Q6f Police efforts to prevent property crime	3.7%	3.3%	26.9%	35.1%	18.0%	13.1%
Q6g Police efforts to prevent violent crime	3.3%	3.7%	25.3%	36.7%	19.2%	11.8%
Q6h Courtesy, respectfulness, fairness of police officers	4.5%	4.5%	20.8%	40.0%	21.2%	9.0%
Q6i Enforcement of local traffic laws	6.9%	11.8%	22.9%	33.5%	15.5%	9.4%
Q6j Access to police during emergencies	3.7%	3.3%	21.6%	37.6%	18.4%	15.5%
Q6k Access to police during non- emergencies	3.3%	3.7%	26.9%	34.3%	17.1%	14.7%

## SENIORS LIVING ALONE ONLY

### **Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q6a Quality of police services	1.3%	7.5%	17.5%	47.8%	25.9%
Q6b Quality of fire services	0.0%	1.8%	11.0%	46.3%	40.8%
Q6c Quality of local emergency/medical ambulance services	0.4%	2.7%	13.5%	42.2%	41.3%
Q6d Quality of animal care & control services	5.4%	5.9%	31.7%	39.8%	17.2%
Q6e Quality of the County's emergency preparedness services	2.5%	7.5%	26.9%	41.3%	21.9%
Q6f Police efforts to prevent property crime	4.2%	3.8%	31.0%	40.4%	20.7%
Q6g Police efforts to prevent violent crime	3.7%	4.2%	28.7%	41.7%	21.8%
Q6h Courtesy, respectfulness, fairness of police officers	4.9%	4.9%	22.9%	43.9%	23.3%
Q6i Enforcement of local traffic laws	7.7%	13.1%	25.2%	36.9%	17.1%
Q6j Access to police during emergencies	4.3%	3.9%	25.6%	44.4%	21.7%
Q6k Access to police during non- emergencies	3.8%	4.3%	31.6%	40.2%	20.1%

**SENIORS LIVING ALONE ONLY**

**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

Q7 Public safety and police services	Number	Percent
A = Police services	40	16.3 %
B = Fire services	8	3.3 %
C = Emergency/medical ambulance services	11	4.5 %
D = Animal care & control services	14	5.7 %
E = Emergency preparedness services	22	9.0 %
F = Prevent property crime	43	17.6 %
G = Prevent violent crime	42	17.1 %
H = Courtesy, respectfulness, fairness of police offi...	22	9.0 %
I = Enforcement of local traffic laws	44	18.0 %
J = Access to police during emergencies	15	6.1 %
K = Access to police during non-emergencies	12	4.9 %
Z = No response	99	40.4 %
Total	372	



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### **Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Don't know 9
Q8a My household is prepared for an emergency	2.9%	4.1%	15.1%	42.4%	26.9%	8.6%
Q8b I know where to get information during an emergency	2.4%	4.5%	10.2%	49.8%	23.3%	9.8%
Q8c Feel safe walking alone during the day in my neighborhood	5.3%	8.2%	12.2%	40.0%	28.6%	5.7%
Q8d Feel safe walking alone during the evening in my neighborhood	10.2%	22.0%	17.6%	25.3%	14.3%	10.6%

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### **Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q8a My household is prepared for an emergency	3.1%	4.5%	16.5%	46.4%	29.5%
Q8b I know where to get information during an emergency	2.7%	5.0%	11.3%	55.2%	25.8%
Q8c Feel safe walking alone during the day in my neighborhood	5.6%	8.7%	13.0%	42.4%	30.3%
Q8d Feel safe walking alone during the evening in my neighborhood	11.4%	24.7%	19.6%	28.3%	16.0%

## SENIORS LIVING ALONE ONLY

### **Q9. Transportation Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q9a Maintenance of County streets	6.9%	11.8%	26.1%	37.1%	11.0%	6.9%
Q9b Management of traffic flow on County streets	11.4%	18.0%	25.7%	27.8%	6.5%	10.6%
Q9c Traffic signal coordination during peak congestion times	11.4%	17.6%	23.7%	27.8%	8.2%	11.4%
Q9d Quality of public transit system	5.7%	9.8%	22.4%	24.9%	7.8%	29.4%
Q9e Ease of finding out which trains & buses to take	4.1%	9.8%	26.1%	20.0%	9.8%	30.2%
Q9f Availability of sidewalks for pedestrians	7.3%	12.2%	25.7%	29.8%	11.4%	13.5%
Q9g Miami International Airport services	7.8%	6.5%	22.9%	29.4%	8.6%	24.9%
Q9h Miami Seaport services	4.1%	2.9%	23.7%	24.5%	7.8%	37.1%

## SENIORS LIVING ALONE ONLY

### **Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q9a Maintenance of County streets	7.5%	12.7%	28.1%	39.9%	11.8%
Q9b Management of traffic flow on County streets	12.8%	20.1%	28.8%	31.1%	7.3%
Q9c Traffic signal coordination during peak congestion times	12.9%	19.8%	26.7%	31.3%	9.2%
Q9d Quality of public transit system	8.1%	13.9%	31.8%	35.3%	11.0%
Q9e Ease of finding out which trains & buses to take	5.8%	14.0%	37.4%	28.7%	14.0%
Q9f Availability of sidewalks for pedestrians	8.5%	14.2%	29.7%	34.4%	13.2%
Q9g Miami International Airport services	10.3%	8.7%	30.4%	39.1%	11.4%
Q9h Miami Seaport services	6.5%	4.5%	37.7%	39.0%	12.3%

## SENIORS LIVING ALONE ONLY

### **Q10. How frequently do you use mass transit (buses/trains) in Miami-Dade County?**

Q10 How frequently do you use mass transit	Number	Percent
1=Almost every day	27	11.0 %
2=1-3 times a week	11	4.5 %
3=1-3 times a month	21	8.6 %
4=Less than once a month	53	21.6 %
5=Never	111	45.3 %
9=No response	22	9.0 %
Total	245	100.0 %

## SENIORS LIVING ALONE ONLY

### **Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
Q11a Bus routes	4.1%	6.5%	13.9%	21.2%	10.6%	43.7%
Q11b Frequency of bus service	6.5%	8.6%	19.2%	12.7%	6.9%	46.1%
Q11c Reliability of bus service	3.7%	7.8%	18.8%	16.3%	6.1%	47.3%
Q11d Feeling of safety at the bus stops	2.4%	6.1%	19.2%	20.8%	6.9%	44.5%
Q11e Cleanliness of buses	1.6%	4.9%	17.6%	22.9%	7.3%	45.7%
Q11f Cleanliness of bus stops	1.6%	7.8%	20.4%	17.6%	6.1%	46.5%
Q11g Courtesy of bus drivers	0.8%	3.7%	19.2%	17.6%	11.8%	46.9%
Q11h Frequency of train service	1.2%	2.0%	14.3%	21.6%	9.0%	51.8%
Q11i Reliability of train service	0.0%	2.4%	14.3%	20.8%	9.0%	53.5%
Q11j Feeling of safety at the train stops	2.0%	5.3%	15.1%	19.6%	6.9%	51.0%
Q11k Cleanliness of trains	0.4%	3.3%	17.1%	21.2%	5.7%	52.2%
Q11l Cleanliness of train stops	1.2%	4.1%	14.7%	20.4%	6.9%	52.7%
Q11m Ease of access to train stops	1.2%	3.3%	16.7%	20.8%	6.5%	51.4%

## SENIORS LIVING ALONE ONLY

### **Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q11a Bus routes	7.2%	11.6%	24.6%	37.7%	18.8%
Q11b Frequency of bus service	12.1%	15.9%	35.6%	23.5%	12.9%
Q11c Reliability of bus service	7.0%	14.7%	35.7%	31.0%	11.6%
Q11d Feeling of safety at the bus stops	4.4%	11.0%	34.6%	37.5%	12.5%
Q11e Cleanliness of buses	3.0%	9.0%	32.3%	42.1%	13.5%
Q11f Cleanliness of bus stops	3.1%	14.5%	38.2%	32.8%	11.5%
Q11g Courtesy of bus drivers	1.5%	6.9%	36.2%	33.1%	22.3%
Q11h Frequency of train service	2.5%	4.2%	29.7%	44.9%	18.6%
Q11i Reliability of train service	0.0%	5.3%	30.7%	44.7%	19.3%
Q11j Feeling of safety at the train stops	4.2%	10.8%	30.8%	40.0%	14.2%
Q11k Cleanliness of trains	0.9%	6.8%	35.9%	44.4%	12.0%
Q11l Cleanliness of train stops	2.6%	8.6%	31.0%	43.1%	14.7%
Q11m Ease of access to train stops	2.5%	6.7%	34.5%	42.9%	13.4%

## SENIORS LIVING ALONE ONLY

### **Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

Q12 Mass transit services	Number	Percent
A = Bus routes	26	10.6 %
B = Frequency of bus service	30	12.2 %
C = Reliability of bus service	16	6.5 %
D = Feeling of safety at the bus stops	18	7.3 %
E = Cleanliness of buses	5	2.0 %
F = Cleanliness of bus stops	6	2.4 %
G = Courtesy of bus drivers	6	2.4 %
H = Frequency of train service	9	3.7 %
I = Reliability of train service	2	0.8 %
J = Feeling of safety at the train stops	24	9.8 %
K = Cleanliness of trains	8	3.3 %
L = Cleanliness of train stops	7	2.9 %
M = Ease of access to train stops	11	4.5 %
Z = No response	154	62.9 %
Total	322	

## SENIORS LIVING ALONE ONLY

### **Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q13a Availability of services to seniors	2.9%	6.9%	20.0%	33.1%	11.8%	25.3%
Q13b Availability of services to children	2.0%	2.4%	20.8%	24.5%	9.0%	41.2%
Q13c Availability of services for persons with disabilities	2.4%	4.9%	18.8%	24.9%	13.1%	35.9%
Q13d Availability of services to people on a low or fixed income	5.7%	10.2%	23.3%	17.1%	9.8%	33.9%
Q13e Availability of affordable housing	13.1%	14.7%	22.9%	11.0%	6.5%	31.8%
Q13f Overall quality of Health and Human Services	4.5%	9.0%	25.3%	20.0%	8.2%	33.1%
Q13g Ease of finding information regarding Health & Human Services	5.7%	8.2%	25.3%	19.6%	7.3%	33.9%

## SENIORS LIVING ALONE ONLY

### **Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q13a Availability of services to seniors	3.8%	9.3%	26.8%	44.3%	15.8%
Q13b Availability of services to children	3.5%	4.2%	35.4%	41.7%	15.3%
Q13c Availability of services for persons with disabilities	3.8%	7.6%	29.3%	38.9%	20.4%
Q13d Availability of services to people on a low or fixed income	8.6%	15.4%	35.2%	25.9%	14.8%
Q13e Availability of affordable housing	19.2%	21.6%	33.5%	16.2%	9.6%
Q13f Overall quality of Health and Human Services	6.7%	13.4%	37.8%	29.9%	12.2%
Q13g Ease of finding information regarding Health & Human Services	8.6%	12.3%	38.3%	29.6%	11.1%

## SENIORS LIVING ALONE ONLY

### **Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q14a The availability of information about County programs & services	4.9%	9.0%	25.7%	27.8%	7.8%	24.9%
Q14b The overall level of public involvement in County government	6.5%	11.0%	29.8%	18.8%	5.7%	28.2%
Q14c Information programming on the County Government's cable station	2.4%	6.5%	28.2%	21.6%	7.3%	33.9%
Q14d The County's website	0.8%	3.3%	19.2%	16.7%	6.9%	53.1%
Q14e Effectiveness of County communication with the public	2.9%	10.6%	30.6%	20.4%	7.8%	27.8%

## SENIORS LIVING ALONE ONLY

### **Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q14a The availability of information about County programs & services	6.5%	12.0%	34.2%	37.0%	10.3%
Q14b The overall level of public involvement in County government	9.1%	15.3%	41.5%	26.1%	8.0%
Q14c Information programming on the County Government's cable station	3.7%	9.9%	42.6%	32.7%	11.1%
Q14d The County's website	1.7%	7.0%	40.9%	35.7%	14.8%
Q14e Effectiveness of County communication with the public	4.0%	14.7%	42.4%	28.2%	10.7%

**SENIORS LIVING ALONE ONLY**

**Q15. Where do you currently obtain information about County Government issues, services, and events?**

<u>Q15 Where obtain information about County</u>	<u>Number</u>	<u>Percent</u>
00 = None chosen	19	7.8 %
01 = Civic Association Newsletters/Websites	20	8.2 %
02 = Community Newspapers	87	35.5 %
03 = County Answer Center/311	22	9.0 %
04 = County Cable Station, Miami-Dade TV	53	21.6 %
05 = County Office/Phone Number	18	7.3 %
06 = County Website	33	13.5 %
07 = El Nuevo Herald	49	20.0 %
08 = Local TV/Cable News	141	57.6 %
09 = Radio Station-English	71	29.0 %
10 = Radio Station-Spanish	61	24.9 %
11 = The Miami Herald	112	45.7 %
99 = Other	13	5.3 %
Total	699	

## SENIORS LIVING ALONE ONLY

### **Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q16a Major streets-Overall smoothness	5.7%	11.8%	23.7%	40.0%	8.2%	10.6%
Q16b Major streets-Overall cleanliness	6.1%	11.8%	23.3%	36.7%	11.8%	10.2%
Q16c Major streets-Tree canopy along streets	7.3%	10.2%	27.3%	32.2%	7.8%	15.1%
Q16d Major streets-Landscaping along streets/in medians	6.1%	8.6%	21.6%	39.6%	11.4%	12.7%
Q16e Major streets-Quality of road signs	7.8%	8.6%	22.0%	40.0%	11.8%	9.8%
Q16f Major streets-Prevention of street flooding	9.8%	18.4%	22.4%	26.9%	9.0%	13.5%
Q16g Side streets-Overall smoothness	7.8%	10.6%	22.4%	35.1%	10.6%	13.5%
Q16h Side streets-Overall cleanliness	8.2%	9.4%	26.1%	33.9%	10.6%	11.8%
Q16i Side streets-Tree canopy along streets	7.3%	7.3%	27.8%	31.0%	8.6%	18.0%
Q16j Side streets-Quality of road signs	8.2%	7.8%	18.8%	41.6%	10.6%	13.1%
Q16k Side streets-Prevention of street flooding	11.8%	15.1%	18.4%	30.2%	9.0%	15.5%
Q16l Curbside garbage collection services	1.6%	5.3%	8.6%	40.0%	28.6%	15.9%
Q16m Curbside recycling services	2.9%	2.9%	13.1%	35.5%	24.9%	20.8%
Q16n Curbside bulky waste collection	2.9%	5.7%	13.5%	35.1%	20.4%	22.4%



## SENIORS LIVING ALONE ONLY

### **Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q16a Major streets-Overall smoothness	6.4%	13.2%	26.5%	44.7%	9.1%
Q16b Major streets-Overall cleanliness	6.8%	13.2%	25.9%	40.9%	13.2%
Q16c Major streets-Tree canopy along streets	8.7%	12.0%	32.2%	38.0%	9.1%
Q16d Major streets-Landscaping along streets/in medians	7.0%	9.8%	24.8%	45.3%	13.1%
Q16e Major streets-Quality of road signs	8.6%	9.5%	24.4%	44.3%	13.1%
Q16f Major streets-Prevention of street flooding	11.3%	21.2%	25.9%	31.1%	10.4%
Q16g Side streets-Overall smoothness	9.0%	12.3%	25.9%	40.6%	12.3%
Q16h Side streets-Overall cleanliness	9.3%	10.6%	29.6%	38.4%	12.0%
Q16i Side streets-Tree canopy along streets	9.0%	9.0%	33.8%	37.8%	10.4%
Q16j Side streets-Quality of road signs	9.4%	8.9%	21.6%	47.9%	12.2%
Q16k Side streets-Prevention of street flooding	14.0%	17.9%	21.7%	35.7%	10.6%
Q16l Curbside garbage collection services	1.9%	6.3%	10.2%	47.6%	34.0%
Q16m Curbside recycling services	3.6%	3.6%	16.5%	44.8%	31.4%
Q16n Curbside bulky waste collection	3.7%	7.4%	17.4%	45.3%	26.3%

**SENIORS LIVING ALONE ONLY**

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

Q17 Street maintenance	Number	Percent
A = Major streets smoothness	13	5.3 %
B = Major streets cleanliness	24	9.8 %
C = Major streets tree canopy along streets	18	7.3 %
D = Major streets landscaping along streets/in medi...	6	2.4 %
E = Major streets quality of road signs	23	9.4 %
F = Major streets prevention of street flooding	44	18.0 %
G = Side streets smoothness	20	8.2 %
H = Side streets cleanliness	24	9.8 %
I = Side streets tree canopy along streets	13	5.3 %
J = Side streets quality of road signs	15	6.1 %
K = Side streets prevention of street flooding	36	14.7 %
L = Curbside garbage collection services	9	3.7 %
M = Curbside recycling services	7	2.9 %
N = Curbside bulky waste collection	13	5.3 %
Z = None chosen	106	43.3 %
Total	371	

## SENIORS LIVING ALONE ONLY

### **Q18. Community Appearance Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q18a Overall appearance of Miami-Dade County	2.9%	7.3%	24.1%	46.1%	9.8%	9.8%
Q18b Overall appearance of your neighborhood	3.7%	7.8%	15.9%	46.5%	17.6%	8.6%
Q18c Maintenance of residential property in your neighborhood	4.5%	8.2%	15.5%	45.7%	18.0%	8.2%
Q18d Maintenance of business property in your neighborhood	4.1%	6.9%	17.1%	44.1%	11.8%	15.9%
Q18e Cleanliness of waterways near your home	3.7%	11.0%	24.1%	29.4%	13.1%	18.8%

## SENIORS LIVING ALONE ONLY

### **Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q18a Overall appearance of Miami-Dade County	3.2%	8.1%	26.7%	51.1%	10.9%
Q18b Overall appearance of your neighborhood	4.0%	8.5%	17.4%	50.9%	19.2%
Q18c Maintenance of residential property in your neighborhood	4.9%	8.9%	16.9%	49.8%	19.6%
Q18d Maintenance of business property in your neighborhood	4.9%	8.3%	20.4%	52.4%	14.1%
Q18e Cleanliness of waterways near your home	4.5%	13.6%	29.6%	36.2%	16.1%

## SENIORS LIVING ALONE ONLY

### **Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q19a Development & land use in the County	8.6%	10.2%	28.2%	21.6%	5.3%	26.1%
Q19b Development & land use in your neighborhood	6.1%	7.3%	30.6%	26.9%	6.5%	22.4%
Q19c How well the County is managing growth	11.4%	15.5%	27.3%	20.8%	5.3%	19.6%
Q19d Opportunities for involvement in community economic development efforts	5.7%	7.3%	28.2%	19.6%	2.9%	36.3%
Q19e Effectiveness of revitalization efforts in low income areas	9.8%	12.7%	25.7%	13.9%	3.3%	34.7%
Q19f County process for getting building permits	8.6%	8.6%	24.1%	15.1%	5.3%	38.4%
Q19g County process for conducting building inspections	8.2%	8.2%	23.7%	15.5%	4.9%	39.6%
Q19h Property Appraisers Office	8.6%	10.6%	24.9%	21.2%	6.9%	27.8%
Q19i Tax Collectors Office	5.3%	9.0%	27.8%	24.5%	6.9%	26.5%

## SENIORS LIVING ALONE ONLY

### **Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q19a Development & land use in the County	11.6%	13.8%	38.1%	29.3%	7.2%
Q19b Development & land use in your neighborhood	7.9%	9.5%	39.5%	34.7%	8.4%
Q19c How well the County is managing growth	14.2%	19.3%	34.0%	25.9%	6.6%
Q19d Opportunities for involvement in community economic development efforts	9.0%	11.5%	44.2%	30.8%	4.5%
Q19e Effectiveness of revitalization efforts in low income areas	15.0%	19.4%	39.4%	21.3%	5.0%
Q19f County process for getting building permits	13.9%	13.9%	39.1%	24.5%	8.6%
Q19g County process for conducting building inspections	13.5%	13.5%	39.2%	25.7%	8.1%
Q19h Property Appraisers Office	11.9%	14.7%	34.5%	29.4%	9.6%
Q19i Tax Collectors Office	7.2%	12.2%	37.8%	33.3%	9.4%

**SENIORS LIVING ALONE ONLY**

**Q20. Have you had contact by phone or in-person with any Miami-Dade County department in the last twelve months?**

<u>Q20 Contact by phone or in-person</u>	<u>Number</u>	<u>Percent</u>
1=Yes	107	43.7 %
2=No	129	52.7 %
9=No response	9	3.7 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q20a. Which of the following Miami-Dade county services did you contact?**

<u>Q20a County services contacted</u>	<u>Number</u>	<u>Percent</u>
00 = No response	1	0.9 %
01 = 311/County Answer Center	16	15.0 %
02 = 911/Emergency Services	22	20.6 %
03 = Library services	25	23.4 %
04 = Parks and recreation programs	8	7.5 %
05 = Police (non-emergency)	28	26.2 %
06 = Property appraisal	16	15.0 %
07 = Property tax collection	36	33.6 %
08 = Street maintenance	16	15.0 %
09 = Transit services	19	17.8 %
10 = Garbage collection/recycling	25	23.4 %
11 = Water & sewer services	20	18.7 %
99 = Other	11	10.3 %
Total	243	

## SENIORS LIVING ALONE ONLY

### **Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Don't know 9
Q21a It was easy to find the person who could address my request	6.5%	11.4%	16.3%	24.1%	11.0%	30.6%
Q21b County employees that assisted me were courteous & professional	4.5%	5.7%	18.4%	28.2%	13.5%	29.8%
Q21c I was able to get my question or concern resolved	5.7%	9.8%	21.2%	20.4%	12.2%	30.6%
Q21d Response time to address my request was reasonable	7.3%	8.2%	20.8%	22.4%	11.8%	29.4%
Q21e County employees went the extra mile to get my issue resolved	8.6%	10.6%	23.3%	16.3%	7.8%	33.5%
Q21f I was satisfied with my experience	9.4%	6.5%	22.0%	20.0%	12.2%	29.8%

## SENIORS LIVING ALONE ONLY

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q21a It was easy to find the person who could address my request	9.4%	16.5%	23.5%	34.7%	15.9%
Q21b County employees that assisted me were courteous & professional	6.4%	8.1%	26.2%	40.1%	19.2%
Q21c I was able to get my question or concern resolved	8.2%	14.1%	30.6%	29.4%	17.6%
Q21d Response time to address my request was reasonable	10.4%	11.6%	29.5%	31.8%	16.8%
Q21e County employees went the extra mile to get my issue resolved	12.9%	16.0%	35.0%	24.5%	11.7%
Q21f I was satisfied with my experience	13.4%	9.3%	31.4%	28.5%	17.4%

## SENIORS LIVING ALONE ONLY

**Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

Q22 Customer service	Number	Percent
A = Easy to find person who can address request	49	20.0 %
B = Courteous & professional	14	5.7 %
C = Able to get question/concern resolved	41	16.7 %
D = Response time is reasonable	36	14.7 %
E = Will go extra mile	29	11.8 %
F = Satisfied with my experience	14	5.7 %
Z = No response	144	58.8 %
Total	327	



## SENIORS LIVING ALONE ONLY

### **Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

(N=245)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q23a Availability of information regarding programs & services	1.2%	3.7%	22.9%	30.6%	11.4%	30.2%
Q23b Quality of cultural facilities, theaters, museums & arts centers	1.2%	2.0%	21.2%	32.7%	11.0%	31.8%
Q23c Availability of cultural facilities	1.2%	2.9%	24.1%	31.0%	8.6%	32.2%
Q23d Availability of arts activities	2.0%	2.9%	22.9%	27.8%	11.4%	33.1%
Q23e Quality of County park system	2.9%	1.2%	24.9%	28.6%	11.0%	31.4%
Q23f Quality of park ground maintenance	2.4%	2.4%	24.1%	29.4%	11.4%	30.2%
Q23g Quality of park facilities maintenance	2.4%	2.9%	23.7%	29.4%	11.0%	30.6%
Q23h Quality of park programs	2.9%	1.6%	22.0%	24.9%	9.0%	39.6%
Q23i Availability of park programs	2.9%	2.0%	22.4%	24.5%	8.6%	39.6%
Q23j Availability of green space near your home	6.1%	4.9%	23.3%	27.3%	9.8%	28.6%
Q23k Quality of the County's library system	0.8%	1.2%	15.1%	32.7%	19.2%	31.0%
Q23l Quality of library facilities maintenance	0.0%	2.0%	13.9%	35.5%	16.7%	31.8%
Q23m Availability of the materials you need	0.8%	3.3%	15.1%	31.4%	18.4%	31.0%
Q23n Hours libraries are open	1.2%	2.0%	15.5%	35.1%	14.7%	31.4%

## SENIORS LIVING ALONE ONLY

### **Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

(N=245)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q23a Availability of information regarding programs & services	1.8%	5.3%	32.7%	43.9%	16.4%
Q23b Quality of cultural facilities, theaters, museums & arts centers	1.8%	3.0%	31.1%	47.9%	16.2%
Q23c Availability of cultural facilities	1.8%	4.2%	35.5%	45.8%	12.7%
Q23d Availability of arts activities	3.0%	4.3%	34.1%	41.5%	17.1%
Q23e Quality of County park system	4.2%	1.8%	36.3%	41.7%	16.1%
Q23f Quality of park ground maintenance	3.5%	3.5%	34.5%	42.1%	16.4%
Q23g Quality of park facilities maintenance	3.5%	4.1%	34.1%	42.4%	15.9%
Q23h Quality of park programs	4.7%	2.7%	36.5%	41.2%	14.9%
Q23i Availability of park programs	4.7%	3.4%	37.2%	40.5%	14.2%
Q23j Availability of green space near your home	8.6%	6.9%	32.6%	38.3%	13.7%
Q23k Quality of the County's library system	1.2%	1.8%	21.9%	47.3%	27.8%
Q23l Quality of library facilities maintenance	0.0%	3.0%	20.4%	52.1%	24.6%
Q23m Availability of the materials you need	1.2%	4.7%	21.9%	45.6%	26.6%
Q23n Hours libraries are open	1.8%	3.0%	22.6%	51.2%	21.4%

**SENIORS LIVING ALONE ONLY**

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

Q24 Library services	Number	Percent
A = Availability of information	4	1.6 %
B = Quality of cultural facilities	7	2.9 %
C = Availability of cultural facilities	4	1.6 %
D = Availability of arts activities	4	1.6 %
E = Quality of County park system	7	2.9 %
F = Quality of park ground maintenance	4	1.6 %
G = Quality of park facilities maintenance	10	4.1 %
H = Quality of park programs	3	1.2 %
I = Availability of park programs	2	0.8 %
J = Availability of green space near your home	4	1.6 %
K = Quality of the County's library system	14	5.7 %
L = Quality of library facilities maintenance	5	2.0 %
M = Availability of the materials you need	25	10.2 %
N = Hours libraries are open	25	10.2 %
Z = None chosen	179	73.1 %
Total	297	

## SENIORS LIVING ALONE ONLY

### **Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Don't know 9
Q25a Racial tension is a problem in County as a whole	6.9%	16.7%	17.6%	24.9%	15.9%	18.0%
Q25b Racial tension is problem in neighborhood	13.5%	26.5%	17.1%	11.4%	10.2%	21.2%
Q25c Good job of promoting positive relations between different groups	4.1%	8.2%	24.1%	29.4%	12.7%	21.6%

## SENIORS LIVING ALONE ONLY

### **Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)**

(N=245)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q25a Racial tension is a problem in County as a whole	8.5%	20.4%	21.4%	30.3%	19.4%
Q25b Racial tension is problem in neighborhood	17.1%	33.7%	21.8%	14.5%	13.0%
Q25c Good job of promoting positive relations between different groups	5.2%	10.4%	30.7%	37.5%	16.1%

**SENIORS LIVING ALONE ONLY**

**Q26. In the last 12 months, did you renew your auto tag in Miami-Dade County?**

<u>Q26 Did you renew your auto tag</u>	<u>Number</u>	<u>Percent</u>
1=Yes	177	72.2 %
2=No	61	24.9 %
9=No response	7	2.9 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q26a. If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience?**

<u>Q26a How do you rate that experience</u>	<u>Number</u>	<u>Percent</u>
2=Dissatisfied	1	0.6 %
3=Neutral	13	7.3 %
4=Satisfied	49	27.7 %
5=Very satisfied	106	59.9 %
9=Don't know	8	4.5 %
Total	177	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q26a. If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience? (excluding no response)**

Q26a How do you rate that experience	Number	Percent
2=Dissatisfied	1	0.6 %
3=Neutral	13	7.7 %
4=Satisfied	49	29.0 %
5=Very satisfied	106	62.7 %
Total	169	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q26b. What method did you use to renew your auto tag?**

Q26b What method did you use to renew	Number	Percent
1=In person at County Government Auto Tag ...	23	13.0 %
2=In person at privately run auto tag office	40	22.6 %
3=By mail	104	58.8 %
4=Via the Internet	5	2.8 %
9=Don't know	5	2.8 %
Total	177	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q27. Have you heard of Team Metro?**

<u>Q27 Have you heard of Team Metro</u>	<u>Number</u>	<u>Percent</u>
1=Yes	78	31.8 %
2=No	155	63.3 %
9=No response	12	4.9 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q27a. How did you learn about Team Metro?**

<u>Q27a How did you learn about Team Metro</u>	<u>Number</u>	<u>Percent</u>
1=Team Metro Office Visit	16	20.5 %
2=Team Metro Bus	13	16.7 %
3=Code enforcement	8	10.3 %
4=Team Metro Outreach Meeting	3	3.8 %
5=Team Metro Worker	7	9.0 %
6=Other	26	33.3 %
9=No response	5	6.4 %
Total	78	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q27b. How do you rate Team Metro services?**

Q27b How do you rate Team Metro services	Number	Percent
2=Dissatisfied	4	5.1 %
3=Neutral	13	16.7 %
4=Satisfied	24	30.8 %
5=Very satisfied	18	23.1 %
9=Don't know	19	24.4 %
Total	78	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q27b. How do you rate Team Metro services? (excluding no response)**

Q27b How do you rate Team Metro services	Number	Percent
2=Dissatisfied	4	6.8 %
3=Neutral	13	22.0 %
4=Satisfied	24	40.7 %
5=Very satisfied	18	30.5 %
Total	59	100.0 %



**SENIORS LIVING ALONE ONLY**

**Q29. Approximately how many years have you lived in Miami-Dade County?**

<u>Q29 How many years lived in County</u>	<u>Number</u>	<u>Percent</u>
2=Under 3	2	0.9 %
5=3 to 5	4	1.9 %
10=6 to 10	9	4.2 %
15=11 to 15	19	8.9 %
20=16 to 20	18	8.4 %
30=21 to 30	41	19.2 %
31=31+	121	56.5 %
Total	214	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q30. Which of the following best describes your race/ethnicity?**

<u>Q30 Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
1=Far East Asian	3	1.2 %
3=Black-African American	20	8.2 %
4=Black-Hispanic	6	2.4 %
5=Black-Other	7	2.9 %
6=White-Non Hispanic	81	33.1 %
7=White-Hispanic	117	47.8 %
9=No response	11	4.5 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q31. Are you or other members of your household of Cuban or Other Hispanic or Latin ancestry?**

<u>Q31 Cuban or Other Hispanic or Latin</u>	<u>Number</u>	<u>Percent</u>
1=Yes-Cuban	94	38.4 %
2=Yes-Other Hispanic or Latin	25	10.2 %
3=No	122	49.8 %
9=No response	4	1.6 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q33. Which of the following best describes your home?**

Q33 Which best describes your home	Number	Percent
1=Single family/Townhome/Duplex/Triplex	135	55.1 %
2=Multi family	90	36.7 %
3=Other	10	4.1 %
9=No response	10	4.1 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q34. Do you live in a gated community or a multi-family building with security?**

Q34 Do you live in a gated community	Number	Percent
1=Yes	74	30.2 %
2=No	162	66.1 %
9=No response	9	3.7 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q35. Would you say your total annual household income is:**

Q35 Total annual household	Number	Percent
1=Under \$14,999	93	38.0 %
2=\$15,000-\$29,999	59	24.1 %
3=\$30,000-\$49,999	36	14.7 %
4=\$50,000-\$99,999	28	11.4 %
5=\$100,000 or more	8	3.3 %
9=No response	21	8.6 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q36. Do you own or rent your home?**

Q36 Do you own or rent your home	Number	Percent
1=Own	179	73.1 %
2=Rent	61	24.9 %
9=No response	5	2.0 %
Total	245	100.0 %

**SENIORS LIVING ALONE ONLY**

**Q37. Your gender.**

Q37 Your gender	Number	Percent
1=Male	101	41.2 %
2=Female	144	58.8 %
Total	245	100.0 %